

CORE Claims Team - Mass Adjustment Requests

Purpose:

Mass adjustment requests are used to adjust or credit multiple claims at one time, using request criteria. Mass adjustment requests are typically used for rate changes, but are also used to cancel an entire remit when checks are returned.

Identification of Roles:

Operations Coordinator – Enters mass adjustments into MMIS and releases them

Claims Research Examiner – Serves as a back-up to the Operations Coordinator

Operations Team Lead and Operations Manager – Monitors workload and provides assistance when needed.

Performance Standards:

N/A

Path of Business Procedure:

Step 1: OnBase e-form request is received in OnBase from IME Units

Step 2: Open MMIS file 15 – Miscellaneous Functions

Step 3: Select 'Mass Adjustment Transaction' from the menu

Step 4: Enter the information from the Mass Adjustment request form into MMIS

- a. Record Code
- b. Batch Date – use the current Julian date as the batch date
- c. Batch Number – 600-699
- d. Adjustment Reason
- e. Affect Adjust
- f. Affect Credit
- g. Data Elements
 1. The data element information is specified by the requestor
- h. Lower Limit
- i. Upper Limit
- j. The last data element should always be 04551, this will only allow paid claims to be massed

Step 5: Complete the form in OnBase

Step 6: The following day:

- a. An email will be sent to the requestor, from OnBase, indicating that a mass was processed

- b. Review report IAMC8900-R001, from Computer Output to Laser Disk (COLD) Reports in OnBase, to ensure that the mass request processed

Step 7: After receiving approval from the requestor the Operations Coordinator will release the mass request, in file 15 by selecting the Suspense Release Transaction option

Forms/Reports:

N/A

RFP References:

5.2.2.3.4.3.1, 5.2.2.3.4.3.5, 5.2.2.3.4.3.57, 5.2.2.5.4.4.6

Interfaces:

Provider Cost Audit, Provider Services

Attachments:

none